

Emergency Telephone Service Committee

ACRONYMS/DEFINITIONS

ACD Automatic Call Distributor – Equipment used to distribute large volumes of incoming calls in approximate order of arrival to call takers not already working on calls, or to "store" calls until call takers become available.

ALEC Alternate Local Exchange Carrier – Another name for a LEC after Congress, in 1996, passed the law to bring competition to local telephone services.

ALI Automatic Location Identification – A 9-1-1 service feature provided by the service supplier that automatically provides the name and service address or, for a CMRS service supplier, the location associated with the calling party's telephone number as identified by automatic number identification to a 9-1-1 public safety answering point.

ANI Automatic Number Identification – A 9-1-1 service feature provided by the service supplier that automatically provides the calling party's billing telephone number to a 9-1-1 public safety answering point.

APCO -- Association of Public Safety Communications Officials

AR Alternate Routing – A standard feature provided to allow E9-1-1 calls to be routed to a designated alternate location if **(1)** all E9-1-1 exchange lines to the primary PSAP are busy, or **(2)** the primary PSAP is closed down for a period of time (night service).

B9-1-1 Basic 9-1-1 Service – Basic 9-1-1 Universal Emergency Number service providing for the three digit access code (9-1-1) to summon assistance in emergencies. It includes the standard features of called Party Hold, Forced Disconnect, and Idle Tone Application.

CAD Computer Aided Dispatch – The normal operation of handling requests for service from the public are assisted by making use of the special capabilities of a computer.

CAS -- Call Associated Signaling

CLEC Competitive Local Exchange Carrier – Another name for a LEC after Congress, in 1996, passed a law to bring competition to local telephone services.

CMRS Commercial Mobile Radio Service – Includes all of the following:

1) A wireless 2-way communication device, including a radio telephone used in cellular telephone service or personal communication service. **2)** A functional equivalent of a radio telephone communications line used in cellular telephone service or personal communication service. **3)** A network radio access line.

CMRS Connection – Each number assigned to a CMRS customer.

CTIA -- Cellular Telecommunications Industry Associates

CTO -- Communications Training Officer

Consolidated Dispatch – A countywide or regional emergency dispatch service that provides dispatch service for 75% or more of the law enforcement, fire fighting, emergency medical service, and other emergency service agencies within the geographical area of a 9-1-1 service district or serves 75% or more of the population within a 9-1-1 service district.

CIS -- Consumer & Industry Services

CPE Customer Premise Equipment – The terminal equipment at a PSAP or secondary answering location.

DMS Data Management System – The combination of manual procedures and computer programs used to create, store, and update data required to provide the Selective Routing and ALI features.

Database Service Provider – A service supplier who maintains and supplies or contracts to maintain and supply an ALI database or a MSAG.

DR Default Routing – A standard feature activated when an incoming E9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E9-1-1 control office to a default PSAP. Each incoming E9-1-1 facility group to control office is assigned a default PSAP.

DSA -- Deputy Sheriff's Association

Direct Dispatch Method – The agency receiving the 9-1-1 call at the public safety answering point decides on the proper action to be taken and dispatches the appropriate available public safety service unit located closest to the request for public safety service.

ESS Electronic Switching Service – An electronic telephone switching system equipped with stored program controls that provides features not present in electromechanical switches.

EMS Emergency Medical Service – The emergency medical response group established under the Emergency Medical Systems Act of 1972.

ERS Emergency Response Service – A public or private agency that responds to events or situations that are dangerous or that are considered by a member of the public to threaten the public safety. An emergency response services includes a police or fire department, an ambulance service, or any other public or private entity trained and able to alleviate a dangerous or threatening situation.

ESN Emergency Service Number – A number defining the primary PSAP and up to 5 secondary PSAPs serving a particular telephone number. It is used in conjunction with the selective routing feature of E9-1-1 service.

ESZ Emergency Service Zone – The designation assigned by a county to each street name and address range that identifies which emergency response service is responsible for responding to an exchange access facility's premises.

Emergency Telephone Charge – Emergency telephone operation charge and emergency telephone technical charge.

Emergency Telephone District – The area in which 9-1-1 service is provided or is planned to be provided to service users under a 9-1-1 system implemented under this act. Also referred to as "9-1-1 service district."

Emergency Telephone District Board – The governing body created by the board of commissioners of the county or counties with authority over an emergency telephone district.

Emergency Telephone Operation Charge – A charge for nonnetwork technical equipment and other costs directly related to the dispatch facility and the operation of 1 or more PSAPs including, but not limited to, the costs of dispatch personnel and radio equipment necessary to provide 2-way communication between PSAPs and a public safety agency. Emergency telephone operation charge does not include non-PSAP related costs such as response vehicles and other personnel.

ETSC Emergency Telephone Service Committee – A committee created within the department of state police to develop statewide standards and model system considerations and make other recommendations for emergency telephone services.

Emergency Telephone Technical Charge – A charge for the network start-up costs, customer notification costs, billing costs including an allowance for uncollectibles for technical and operation charges, and network nonrecurring and recurring installation, maintenance, service, and equipment charges of a service supplier providing 9-1-1 service under this act.

E9-1-1 Enhanced 9-1-1 – The office providing tandem switching capability for E9-1-1 calls. It controls switching of ANI information to the PSAP and also provides the SR feature, standard ESS speed calling features, call transfer capability and certain maintenance functions for each PSAP. Sometimes call a tandem switcher.

Exchange Access Facility – The access from a particular service user's premises to the telephone system. Exchange access facilities include service supplier provided access lines, PBX trunks, and centrex line trunk equivalents, all as defined by tariffs of the service suppliers as approved by the Public Service Commission. Exchange access facilities do not include telephone pay station lines or WATS, FX, or incoming only lines.

FCC -- Federal Communications Commission

Final 9-1-1 Service Plan – A tentative 9-1-1 service plan that has been modified only to reflect necessary changes resulting from any exclusions of public agencies from the 9-1-1 service district of the tentative 9-1-1 service plan under section 306 and any failure of public safety agencies to be designated as PSAPs or secondary PSAPs under section 307.

FX Foreign Exchange – Telephone service provided by means of dedicated circuits from a central office located outside of the local serving exchange.

HCAS -- Hybrid CAS -- a combination of CAS (Call Associated Signaling) and NCAS (Non Call Associated Signalling)

ILEC Incumbent Local Exchange Carrier – Another name for a LEC after Congress, in 1996, passed a law to bring competition to local telephone services.

LEC Local Exchange Carrier – The telephone company that had the exclusive franchise (granted by a state's Public Utilities Commission (PUC) to sell local dial tone services in a given piece of geography in the USA.

LSP Local Service Provider – Another name for a LEC used by some states after Congress, in 1996, passed a law to bring competition to local telephone services.

MAAS -- Michigan Association of Ambulance Services

MAC -- Michigan Association of Counties

MACP -- Michigan Association of Chiefs of Police

MAFC -- Michigan Association of Fire Chiefs

MCDA -- Michigan Communications Directors Association

MCOLIS -- Michigan Commission on Law Enforcement Standards

MPFFU -- Michigan Professional Firefighters Union

MPSC -- Michigan Public Service Commission

MSA -- Michigan Sheriffs' Association

MSAG Master Street Address Guide -- A perpetual database that contains information continuously provided by a service district that defines the geographic area of the service district and includes an alphabetical list of street names, the range of address numbers on each street, the names of each community in the service district, the emergency servicer zone of each service user, and the primary service answering point identification codes.

MSC -- Mobile Switching Center

MSP -- Michigan State Police

MSPTA -- Michigan State Police Troopers Association

NCAS -- Non Call Associated Signalling

NENA -- National Emergency Number Association

Obligations -- Bonds, notes, installment purchase contracts, or lease purchase agreements to be issued by a public agency under a law of this state.

Person -- An individual, corporation, partnership, association, governmental entity, or any other legal entity.

NNX Prefix -- The first three digits of a telephone number.

PBX Private Branch Exchange -- A private telephone switching system, both manual and automatic, usually located on a customer's premise.

PSAP Primary Public Safety Answering Point -- A communications facility operated or answered on a 24-hour basis assigned responsibility by a public agency or county to receive 9-1-1 calls and to dispatch public safety response services, as appropriate, by the direct dispatch method, relay method or transfer method. It is the first point of reception by a public safety agency of a 9-1-1 call and serves the jurisdictions in which it is located and other participating jurisdictions, if any.

Prime Rate -- The average predominant prime rate quoted by not less than 3 commercial financial institutions as determined by the Department of Treasury.

Private Safety Entity -- A nongovernmental organization that provides emergency fire, ambulance, or medical services.

Public Agency -- A village, township, charter township, or city within the state and any special purpose district located in whole or in part within the state.

Public Safety Agency -- A functional division of a public agency, county, or the state that provides fire fighting, law enforcement, ambulance, medical, or other emergency services.

Qualified Obligations -- Obligations that meet 1 or more of the following:

1. The proceeds of the obligations benefit the 9-1-1 district, and for which all of the following conditions are met:
 - A. The proceeds of the obligations are used for capital expenditures, costs of a reserve fund securing the obligations, and costs of issuing the obligations.
The proceeds of obligations shall not be used for operational expenses.
 - B. The weighted average maturity of the obligations does not exceed the useful life of the capital assets.
 - C. The obligations shall not in whole or in part appreciate in principal amount or be sold at a discount of more than 10%.
2. The obligations are issued to refund obligations that meet the conditions described in subparagraph (1) and the net present value of the principal and interest to be paid on the refunding obligations, excluding the cost of issuance, will be less than the net present value of the principal and interest to be paid on the obligations being refunded, as calculated using a method approved by the Department of Treasury.

RBOC Regional Bell Operating Company – A facilities-based LEC dial tone provider who owns their own telecommunications switch or "central office."

Relay Method – A PSAP notes pertinent information and relays it by telephone, radio, or private line to the appropriate public safety agency or other provider of emergency services that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

Secondary PSAP Answering Point – A communications facility of a public safety agency or private safety entity that receives 9-1-1 calls by the transfer method only and generally serves as a centralized location for a particular type of emergency call.

SR Selective Routing – A feature that routes 9-1-1 calls from a central office to the designated primary PSAP based upon the identified number of the calling party.

Service Supplier – A person providing a telephone service or a CMRS to a service user in this state.

Service User – An exchange access facility or CMRS service customer of a service supplier within a 9-1-1 system.

Tariff – The rate approved by the Public Service Commission for 9-1-1 service provided by a particular service supplier. Tariff does not include a rate of a commercial mobile radio service by a particular supplier.

TAM -- Telecommunications Association of Michigan

TDD -- Telecommunications Device for the Deaf

TN -- Telephone Number

Tentative 9-1-1 Service Plan – A plan prepared by 1 or more counties for implementing a 9-1-1 system in a specified 9-1-1 service district.

TSPS Traffic Service Position System – A computer-like processor system that automatically routes calls to the first available operator at a console position.

Transfer Method – A PSAP transfer the 9-1-1 call directly to the appropriate public safety agency or other provider of emergency service that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

TTY Teletypewriter – Term is used interchangeably with TDD.

Universal Emergency Number Service – Public telephone service that provides service users with the ability to reach a public safety answering point by dialing the digits "9-1-1". Also referred to as "9-1-1 Service".

Universal Emergency Number Service System – A system for providing 9-1-1 service under P.A. 80 of 1999. Also referred to as "9-1-1 System."

UP EMS -- UP Emergency Medical Services

Wireless Emergency Service Order – The order of the Federal Communications Commission. FCC docket No. 94-102, adopted June 12, 1996 with an effective date of October 1, 1996.